

Contents and Summary of Training

November 2009

Serve-Ability Transforming Customer Service Accessibility Standards for Customer Service

1. Welcome
2. Introducing the AODA
 - Purposes of the AODA
 - Who Must Comply
3. Interacting with Persons with Disabilities
4. Serving Customers with Disabilities
 - Introduction
 - Deaf, oral deaf, deafened and hard of hearing
 - Deafblind
 - Customers with Intellectual or Developmental Disabilities
 - Learning Disabilities
 - Mental health disabilities
 - Customers with physical disabilities or disabilities affecting mobility
 - Customers with speech or language impairments
 - Customers with vision disabilities
 - Customers with Vision Loss
 - Customers with service animals
 - Serving customers with Support Persons
 - Serving Customers with Personal Assistive Devices
 - Devices that Help People with Disabilities Access Your Services
 - If there are Difficulties Accessing your Services
5. Summary and Review

Content for Decision-makers

(Managers – Council Members)

- Policies, Practices and Procedures
- Service animals
- Support persons
- Notification when service is unavailable
- Notices on service disruptions
- Documentation
- Feedback process
- Conclusion